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Safeguarding Peace of Mind

Amid rapid social and environmental changes, consumers’ expectations for healthy diets, environmental friendliness, and access to digital information continue to rise. Taking Customer Health and Safety as its highest guiding principle, President Chain Store Corporation continues to refine its products and services, while strengthening product labeling management to ensure that information disclosure is accurate, complete, and compliant with laws and regulations. This enables customers to clearly understand key information such as ingredients, nutrition, and consumption guidance. At the same time, through marketing communications across stores and digital channels, the Company communicates product information in a more consistent and easy-to-understand manner, helping customers make choices that provide peace of mind and meet their needs, while jointly creating a more transparent new everyday consumption experience.

Sustainable Goal Management Process

Material Topic	Management Metrics	Medium- and long-term Targets	2026 Targets	2025 Targets & Performance	
 Customer Health and Safety	Revenue share from private-label products with voluntary health nutrition labeling ^(Note 1)	60% by 2028	56%	48% 55.16%	↑
	Revenue share from products with reduced saturated fat, trans fat, sodium or sugar ^(Note 2)	20% by 2028	15%	3% 14.57%	↑
	Revenue share of products with enhanced nutritional content ^(Note 3)	16% by 2028	14%	12.5% 13.62%	↑
	Rate of major food safety risk violations ^(Note 4)	0% by 2028	0%	0% 0%	✓
	The proportion of A+ and A level stores in the President Chain Store Corporation High-Quality service assessment ^(Note 5)	74% by 2028	72.00%	71.00% 72.00%	↑
 Product Labeling and Marketing Communication	Number of incidents involving private-label products violating the regulations on product labeling or marketing communications	0 case by 2028	0 case	0 case 0 case	✓
 Customer Relationship Management	Online revenue share	No target set	6.5%	6.4% 6.7%	✓
	Customer satisfaction survey - Customer satisfaction rate	91.00%	90.50%	90.00% 90.45%	✓
 Product and Service Innovation	Number of active OPENPOINT members	12.45 million people	12.35 million people	12.15 million people 12.24 million people	✓

Note 1: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “eight major product categories” under the Health and Nutrition Profiling Assessment System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Note 2: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “reduced-sugar products,” “reduced-oil/fat products,” and “reduced-sodium products” under the Health and Nutrition Profiling System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Note 3: The denominator is revenue from all private-label food products, and the numerator is revenue from private-label food products that comply with the “nutritionally enhanced supplement products” under the Health and Nutrition Profiling Assessment System standards. Please refer to the definition of health and nutrition standards in this chapter for details.

Sustainable Development Goals & Management Policies



SDG 3 Good Health and Well-being

- Invested **NT\$139,315** thousand in food safety management
- The private-label healthy eating brand Simple Fit® recorded revenue of **NT\$4,643** million



SDG 8 Decent Work and Economic Growth

- The number of stores exceeded **7,000** and reached 7,248 with the highest market share
- Invested **NT\$204,566** thousand in research and development
- uniopen reaching **19.5** million members



SDG 12 Responsible Consumption and Production

- Certified sustainable procurement of raw materials accounts for **NT\$7,720** million^(Note), taking up **30.14%**
- 100%** of private-label food suppliers with annual procurement amounts of **NT\$30** million or above introduced ISO 45001

Corresponding Material Topics

- Customer Health and Safety
- Product Labeling and Marketing Communication
- Customer Relationship Management
- Product and Service Innovation

Policies and Commitments

- Product safety management regulations
- Store management regulations
- Product safety information collection and inventory tracking SOP
- Rules for Safety on Private-label Products
- Rules for Onsite Assessment of Private-label Product Manufacturers

Management Actions

- Control the raw materials through raw material management and quality assurance inspection to safeguard customer health and safety, ensure the quality of delivery through the cultivation and management of logistics personnel, service quality in the stores is optimized with service evaluation, quality assurance and ethical corporate management certification training to ensure the health and safety of consumers.
- The Product Safety Management Regulations clearly stipulate that product labeling of delivered shipment must comply with the regulations of the competent authority, and the logistics center must also check product labeling when receiving shipment to ensure the compliance of product labeling and marketing communications.

↑ Exceeded ✓ Achieved — Not Achieved

Note 4: Major food safety risk events refer to events determined to involve fines of NT\$100,000 or above. The numerator for the major food safety violation rate is the number of stores and logistics centers where major food safety risk events occurred, and the denominator is the number of stores and logistics centers inspected by the competent authority for food safety issues.

Note 5: The grading definitions were adjusted this year. Previously, Grade A referred to scores of 90–100. In 2024, this was adjusted to Grade A for scores of 80–89 and Grade A+ for scores of 90–100. The denominator is the total number of store audits, and the numerator is the number of audited stores rated Grade A+ and Grade A.

3.1 Healthy and Nutritious Products

As healthy eating becomes an issue of strong concern among today's consumers. As a food retailer, President Chain Store Corporation continues to provide diverse products with health concepts to meet consumers' daily nutritional intake needs, and regards this as its responsibility and obligation to consumers.

Health and Nutrition Principles

In 2025, President Chain Store Corporation continued to focus on reducing saturated fat, trans fat, sodium, and sugar content, while referencing the Daily Diet Manual issued by the Health Promotion Administration as the basis for product development. Fresh food products contain no added preservatives, do not use partially hydrogenated oils, and do not proactively add fructose. At the same time, by promoting plant-based diets as well as healthy eating concepts, the Company provides a diverse range of products such as lettuce salads, fruits, and oden vegetables, helping consumers increase their vegetable intake. The President Chain Store Corporation R&D Center also designs products in accordance with the recommended daily vegetable intake for adults under the Health Promotion Administration's Daily Diet Manual. Relevant information is also disclosed on the official website to strengthen consumer identification and choice.

In terms of information transparency and product labeling, President Chain Store Corporation continues to strengthen voluntary health and nutrition labeling for private-label food products. The labeling covers whether chemical additives are used, as well as low-fat, low-sodium, low-sugar, and other nutrient content information, as well as fully complying with the Ministry of Health and Welfare's Guidelines for "Nutrition Labeling of Packaged Foods" and "Nutritional Claims of Packaged Foods". In addition, the Company has gradually raised its standards for the use of product additives, and has introduced third-party certified Anti Additive Clean Label verification for certain products.



Note: For daily dietary recommendations, please refer to the Health Promotion Administration's Daily Diet Manual.

In addition, we are also committed to providing products with health or environmentally friendly concepts to meet evolving consumer needs. In terms of non-food products, President Chain Store Corporation places particular emphasis on product ingredients, quality, and labeling transparency, ensuring that the promotion of all products takes both feasibility and accuracy into account. The Company actively works to build a trusted platform where consumers can shop for health and nutrition products with peace of mind.

Health and Nutrition Product Strategies

Guideline	Action Plan
Develop products targeting priority populations	According to World of Statistics, Taiwan ranks third globally in the proportion of people following vegetarian diets, after India and Mexico, reflecting that vegetarian and plant-based diets have become an important dietary trend in Taiwan. Taiwan has approximately 3.2 million vegetarians, and the proportion of vegetarians among older adults aged 55 and above is also relatively stable, accounting for approximately 12%. President Chain Store Corporation has recognized consumer demand for vegetarian and plant-based foods. As vegetarian and plant-based consumers place considerable importance on ingredient labeling, we launched 13 vegetarian and plant-based food labels to facilitate product identification. These labels use green and orange tones to distinguish the categories suitable for different groups, and clearly indicate whether vegetarian and plant-based foods contain ingredients such as the five pungent spices, dairy, or eggs.
Healthy portion and packaging design	In addition to comprehensively reviewing labeling information for private-label products in accordance with the Packaging Internal Control Design System, ensuring that clear labeling information can be followed throughout manufacturing, transportation, and sales, President Chain Store Corporation is also committed to providing customers with clear and easy-to-understand food information to promote healthy eating. For private-label fresh food products, the Company actively displays detailed ingredient labels, enabling customers to clearly understand the nutritional content and portion size of each serving, thereby avoiding excessive intake and consumption. We launched brands such as Simple Fit® and Veggie Selection® with illustrations, symbols, and other markings on the front of packaging to help consumers better understand the nutritional value of foods. In addition, foods developed by President Chain Store Corporation are designed with single-serving portions in mind, with calories clearly labeled to make it easier for customers to choose.
R&D investment in improving nutrition	President Chain Store Corporation focuses on consumer health and safety, and is committed to providing high-quality products that are highly nutritious, safe, and traceable. The R&D Center refers to the Daily Diet Manual issued by the Health Promotion Administration to define one-third of the recommended daily vegetable intake, and develops products accordingly. The Simple Fit® brand further collaborates with the Millennium Health Foundation, with qualified dietitians evaluating and recommending products based on their nutritional content. In 2025, Simple Fit® recorded a revenue of NT\$4,643 million.
R&D investment in improving the affordability or accessibility of healthy products	President Chain Store Corporation found that certain regions lack comprehensive logistics systems or transportation capacity. For stores in high mountain areas and offshore islands where access is less convenient, the Company launched the frozen-to-chilled program to extend shelf life. For specific product items, the Company conducts evaluations and packaging design to extend food shelf life, especially so that stores can switch products from frozen to chilled sales when natural disasters, transportation delays, or unexpected demand occur. This allows these regions to continue enjoying fresh food that is both nutritious and delicious even in unexpected situations. Our product strategy not only creates new products, but also continuously improves products to promote product accessibility. At present, a total of 10 products are applicable in 85 stores. In addition, air-chilled chicken breast has become an important choice for improving the quality of healthy diets due to its excellent texture and high nutritional value. We developed technology to extend the shelf life of air-chilled chicken breast products, as well as continuing to launch new flavors. In 2025, air-chilled meat products recorded revenue of NT\$1,266 million, with sales reaching 22.7 million units, representing a year-on-year increase of 2.32%.

Development of Health and Nutrition Products

President Chain Store Corporation continues to promote the development of healthy food products through professional collaboration and institutionalized processes. President Chain Store Corporation takes market demand and consumers' health needs as the core, and has established a complete product development process in the development of healthy light meal products. First of all, the Company continuously observes overall market sales trends and monitors the investment made by specialty stores and convenience stores in light meal products through market trend analysis, in order to assess demand and development potential for healthy products. Second of all, in terms of customer group targeting, the Company analyzes the dietary pain points and lifestyles of different consumer groups. For example, office workers value convenience and balanced diets, while fitness and groups on dietary-control focus on protein intake and calorie management. The Company plans diverse and targeted product direction based on these insights. Last but not least, in menu design, products are developed based on the basic principle that each item should contain fewer than 500 calories, while also taking into account nutritional needs such as protein content, daily vegetable intake, and dietary fiber. Each year, the Company also works with professional dietitians on key products to design fresh food products such as meal boxes and salads, providing consumers with healthier dietary choices.

· Veggie Selection® ·

Due to the impact of the pandemic and climate change in recent years, we have noticed that citizens lay more emphasis on health and environmental protection. The local vegetarian population exceeds 3 million, accounting for 13–14% as the third highest in the world. To this end, President Chain Store Corporation took the lead as the first retail channel to launched its private-label brand, "Veggie Selection" with clear vegetarian labels and separate production lines, allowing consumers to know clearly what they are buying with peace of mind. In 2021, the first "Veggie Selection Compound Store" opened its doors with almost 300 vegetarian food items. In recent years, President Chain Store Corporation has been working with chefs from well-known green catering brands and Michelin Green Star restaurants to develop and launch a variety of vegetarian products. The products adopt all plant ingredients with whole foods for seasoning, such as truffle mushroom risotto, Yangming Spring mushroom and bamboo shoot porridge, as well as incorporating such as plant-based meat, soy milk and superfoods such as quinoa and chickpeas in dishes. Veggie Selection® products cover three meals a day to meet customer needs, such as Quinoa Rice with Basil Mushroom, Sweet Potato and Cheese Sandwich and Salted Egg Yolk Tofu Pasta. Besides frozen box meals and microwave fresh food, home-cooked vegetarian food products at different temperatures were introduced to satisfy the needs of different consumption situations.



Vegetarians and vegans attach great importance to the labeling of food ingredients. To help them identify product content, we have launched 13 vegetarian/plant-based labels. Categories are distinguished by green and orange for different groups by listing whether ingredients such as spices, milk and eggs are used in the products. Vegetarians and vegans also attach great importance to food production details. In the past, most production lines produced both vegetarian and non-vegetarian food with very few strictly vegetarian ones. As a result, President Chain Store Corporation dedicated a lot of effort and expenses to create special production lines for vegetarians by strictly controlling every step of the procedure from the production. With existing supply chain advantages, we have launched the first vegan production line with a CAS label, satisfying the needs of vegetarian/vegan consumers from ingredient selection to production line.

As of the end of 2025, 600 Veggie Selection® Compound Stores have been set up with over 300 vegetarian- and vegan-food options. Chain Store Corporation has built a vegetarian food industry chain together with its suppliers, giving consumers in all cities and counties access to vegetarian and vegan food as the top choice for vegan and vegetarian food products in convenience stores in consumer reviews. Since the launch of the brand, it has reduced carbon emissions by 127,831 metric tons ^(Note) as of 2025, equivalent to the annual carbon absorption of 332 Daan Forest Parks. In the future, President Chain Store Corporation will create a more professional vegan/vegetarian brand for consumers based on the three strategies of "co-branded green food," "expanding sales bases" and "optimizing vegan/vegetarian food labels." It also plans to launch a variety new products to attract vegan/vegetarian consumers, as well as providing accurate information on the labels as the most convenient kitchen for vegan and vegetarian consumers. More eco-friendly and sustainable production methods will be adopted in the future, including using local raw materials to reduce carbon footprint and incorporate whole food ingredients.

Note: According to [a research by Oxford University](#), 2.03 kilos of carbon emissions can be reduced by replacing one meal with a vegetarian meal. When multiplied with the number of Veggie Selection products sold since the launch of the brand (63,074,603), it is equivalent to 128,041,444 kilograms of carbon emissions, approximately 128,041 metric tons. The average daily carbon emissions of meat eaters is 10.24 kilograms, while the average daily carbon emissions of vegetarians is 4.16 kilograms. 2.03=(10.24-4.16)/3 meals.

· Simple-Fit® ·



Since 2020, President Chain Store Corporation has been targeting the trend of a healthy lifestyle and diet with the Simple-Fit® lifestyle proposal. The Company has worked with the nutritionists and R&D team of the Taiwan Millennium Health Foundation to provide nearly 100 food and beverage options with a calorie content of less than 500 kcal. It also meets the functional diet needs of those who often eat out, are into fitness, and the elderly through

the two major strategies of "supplying nutrition and protein" and "enhanced product labeling." President Chain Store Corporation has observed the lifestyle of current consumers and realized that fitness buffs, young generations, and diversified combinations have

become the main buying power of convenience stores. "Simple-Fit" products features fresh food with a calorie content of less than 500 kcal and offers a recommended menu. The number of products launched for the first time in 2020 has grown exponentially compared to five years ago. It continues to launch innovative products that meet market demand, with hundreds of items including salads, meal boxes, fruits, soups, rice balls, sandwiches, bread, sweet potatoes and side dishes, etc. to meet customers' needs for healthy diets. We expect to work with nutritionists in the future to launch meals designed with the 2:1:1 plate concept (i.e. vegetables: protein: whole grains = 2:1:1) in order to better meet the health and nutrition needs of consumers.

· Anti Additive Clean Label ·

President Chain Store Corporation attaches great importance to the health and well-being of consumers. To this end, it actively improves the health standards of its products. In 2021, it introduced the "Anti Additive Clean Label" certified by a third party. Products that have obtained 100% Additive-Free certification do not contain any additives specified in the "Standards for Specification, Scope, Application and Limitation of Food Additives" from the Ministry of Health and Welfare. Products that have obtained 1-star certification do not contain flavor enhancers, bleaching agents and phosphates. Currently, 5 products have obtained 100% Additive-Free certification, including salads, sweet potatoes, etc., and 8 products have obtained 1-star certification, including mainly fruits, salad dressings, etc. Product certification will be expanded in the future.



Health and Nutrition Profiling System

President Chain Store Corporation complies with and references the announcements on nutrition and health standards under Article 22 of the Act Governing Food Safety and Sanitation to develop healthy and nutritional products. The Company has also established standards for food and beverage products regarded as healthy and nutritional ones. At the basic level, products are divided into eight categories. Products with calories below 500 kcal are further divided into six advanced categories with reference to the Daily Diet Manual and an adult daily requirement of 1,800 kcal.

Definition of Health and Nutrition Standards	
Products with reduced sugar	Products must currently meet one of the following standards: 1. Solid or semi-solid foods: sugar content must not exceed 5 g per 100 g 2. Liquid foods: sugar content must not exceed 2.5 g per 100 ml ※Refers to the total amount of monosaccharides and disaccharides
Products with reduced oil/fat	Products must meet one of the following standards: 1. Solid or semi-solid foods: fat content must not exceed 3 g per 100 g. 2. Liquid foods: fat content must not exceed 1.5 g per 100 ml
Products with reduced sodium	Products must meet one of the following standards: 1. Solid or semi-solid foods: sodium content must not exceed 120 mg per 100 g 2. Liquid foods: sodium content must not exceed 120 mg per 100 ml ※The sodium content must be indicated in the nutrition labeling.
Products with reduced fertilizer use	Products that reduce fertilizer use as proven by experiments or academic research through alternative methods such as adding soil probiotics, using organic rice-specific fertilizers, and other practices.
Products with reduced portion size	Products packaged in small portions, portable packs, and similar formats
Products with fewer artificial additives or controversial ingredients	Products that have obtained additive-free certification, depending on the certification level, such as AA certification from one to three stars; or products that appeal to minimally processed whole foods, plant-based foods, or vegetarian foods, including vegan, lacto-ovo vegetarian, and vegetarian products free of five pungent spices
Products with organic certification	Products that use organic raw materials or have obtained organic certification
Enhance or fortify products to address nutrient deficiencies	Products containing dietary fiber, high-quality protein, or nutrients such as vitamin A, vitamin B1, vitamin B2, vitamin B6, vitamin B12, vitamin C, vitamin D, vitamin E, vitamin K, niacin, folic acid, pantothenic acid, biotin, choline, calcium, iron, iodine, magnesium, zinc, fluoride, and selenium, or other ingredients that can help maintain digestive tract function or promote metabolism

Example: Mixed Vegetable Salad (fulfills half of the daily vegetable requirement)

一日野菜-活力彩蔬		
食材名稱	g/份	單位
1.高麗菜紅蘿蔔	72	g
2.美生菜蘿蔓	42	g
3.蘋果	10	g
4.牛蒡茄	10	g
5.葡萄乾	8	g
6.紫高麗菜	8	g
7.豆薯	8	g
8.小黃瓜	6	g
9.黃蘿蔔	6	g
10.紅蘿蔔	6	g
11.腰果	3	g
12.杏仁果	2	g
	181	g

Year	2022	2023	2024	2025
Total revenue from healthy products under President Chain Store Corporation's Health and Nutrition Profiling System Unit: NT\$ million	17,616.98	25,663.04	28,594.19	30,344.33
Total revenue from food and beverage products Unit: NT\$ million	52,502.26	60,738.68	67,933.00	55,013.21
Revenue share of healthy products (%)	33.55%	42.25%	42.09%	55.16%

Note: The statistical scope covers private-label food and beverage products

Product Category	Health and Nutrition Claims	Revenue Share in 2025
Meals and beverages, including food products	Products with reduced sugar	7.88%
	Products with reduced oil/fat	7.63%
	Products with reduced sodium	2.99%
	Products with fewer artificial additives or controversial	34.94%
	Nutritionally enhanced supplement products	13.62%

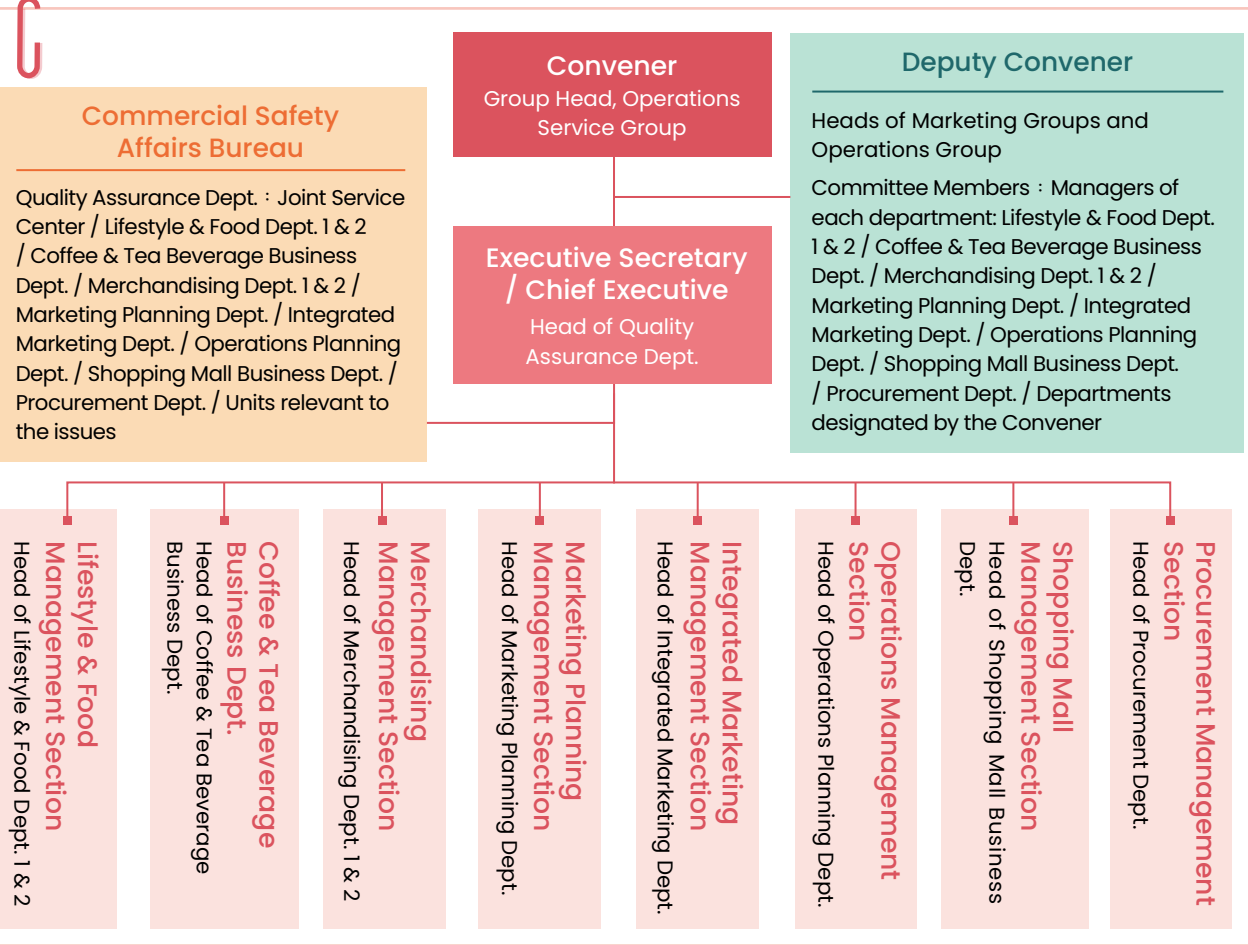
3.2 Customer Health and Safety

Product safety is the cornerstone of President Chain Store Corporation operations. To this end, it follows the internal “Private-label Product Policy” to stay on top of the value chain of products, from raw materials, logistics to stores with management mechanisms and continuous tracking. In the meantime, we fulfil our promise of product safety through product safety information and a comprehensive internal reporting mechanisms. In 2025, a total amount of NT\$139,315 thousand was invested in food safety management.

No preservatives or partially hydrogenated oils are used from raw materials to product for private-label fresh food. Each product must be inspected by a third-party testing agency. Fructose is also not added. If the ingredient is contained in raw materials, it will be tracked and managed internally.
Based on statutory requirements, President Chain Store Corporation has established microbiological standards for fresh food products, and requires suppliers to provide qualified third-party inspection reports and conduct regular testing for all product categories.
For private-label products that may contain GMO materials approved by the Ministry of Health and Welfare, the information will be disclosed.

Product Safety Committee

The Product Safety Committee is divided into three main levels. The convener is appointed by the President, with the Marketing Group Vice President and Operation Group Vice President serving as deputy conveners. The Quality Assurance Department Manager serves as the Director-General on the second level. Under the Director-General, a separate Business Security Affairs Bureau is responsible for the integration and collection of issues related to product safety. The third level consists of 8 task forces with each department head as leader. Focusing on safety and quality, the Product Safety Committee set up a management system for private-label products with the scope covering 100% of private-label products. One meeting was convened in 2025, with discussions focusing on reporting and tracking important business security information, planning and responding to changes in regulations.



· Collection and Inventory for Product Safety Information ·

Staying abreast of the latest product safety information has been key to President Chain Store Corporation’s making product quality management a reality. Product safety information is negative reports collected by President Chain Store Corporation on its private-label products and indirect investment business, information on unqualified products, and information on regulations promulgated by relevant authorities and issued in other countries. President Chain Store Corporation manages information in different levels in accordance with our “Product Safety Information Collection and Review Tracking Standards.” The system applies to 100% of President Chain Store Corporation’s private-label products. In 2025, the Company collected 363 product safety-related memos, including 2 A-level information, 302 B-level information and 58 L-level information.

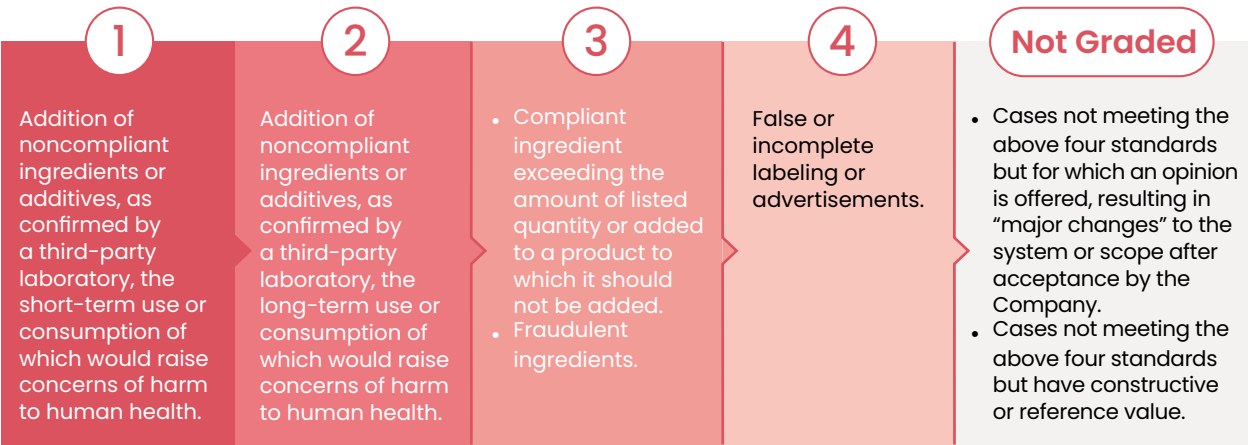
Note: A-, B-, and L-level information is compiled based on the date of internal announcement. In 2025, there were 2 A-level incidents, all of which were negative business security information directly related to President Chain Store Corporation. Crisis notifications or follow-up actions were carried out for each case, including a review and proposal of improvement measures. All improvement actions have been completed and the cases have been closed.

A level information	Negative business safety information and non-conformance information directly related to President Chain Store Corporation, or information that may be classified as A-level information after evaluation by the Head of Quality Assurance Department or relevant supervisor of Quality Assurance Department.
B level information	Product safety information other than Level A.
L level information	Drafts of laws and regulations issued by the government and information on foreign laws and regulations.

· Internal Reporting System ·

President Chain Store Corporation has established an internal product supervision mechanism based on the “Rules for Safety on Private-label Products.” This mechanism invites employees to come together to play a role in supervising product safety. In cases where employees in logistics, directly operated stores, or franchisees have doubts or questions about ads, labeling or ingredients, they can use this mechanism to provide feedback. Issues raised in this way are forwarded to the Product Safety Committee and the person making the report receives a reward based on the severity of risk involved with the safety issue. In 2025, no incident was reported.

President Chain Store Corporation Product Safety Incident Risk Categories



· External Grievance Mechanism ·

President Chain Store Corporation established an “Integrated Services Center” to act as the internal and external channel for issues involving products and services. Consumers can voice their complaints or suggestions to the Integrated Services Center via hotline or email. The Center creates a file for each issue and in cases that require follow-up, cases are only closed after customers receive information on how President Chain Store Corporation responded to and handled the issue. In 2025, the Center handled 86% of the cases online in real time with 100% of the cases closed ^(Note). 100% of the stakeholder letters were answered.

Note: The online processing rate is the rate of giving consumers explanations online and successfully solving the problem afterwards. The case closing rate is the percentage of cases that cannot be effectively addressed online and require follow-up and settlement after being handled by the responsible unit.

Product Value Chain



Raw Material Management	Logistics Management	Store Management
- Tracking and traceability system - Product quality inspection	Logistics management	- Product labeling - Service Quality Evaluation - Quality Assurance Inspection - Quality Assurance and Ethical Corporate - Management Certification Training Inspection

· Raw Material Management ·

< Tracking and Traceability >

To effectively monitor product safety and take up the responsibility of President Chain Store Corporation as a retail business, President Chain Store Corporation works with the ROC Fresh Foods Development Association to set up a Material and Quality Assurance System (MAS) for private-label products. This ensures that product raw materials and suppliers can be tracked and managed. The main document in the MAS system is the product specification document, which records the sources of raw materials and the suppliers. The Company confirms the system complies with relevant regulations through reviews and existing quality assurance mechanisms. As of the end of 2025, 100% of the Company's private-label food products had the corresponding product specification document in the MAS system.

President Chain Store Corporation meets the definition of a vendor of box meals as set forth in Article 9 of the Act Governing Food Safety and Sanitation and set up a traceability system for the meal box category in accordance with the official document (Food and Drug Administration Document No.1071300516 authorized by the Ministry of Health and Welfare on 26 June, 2018), a total of 664 products in the meal box category ^(Note) have undergone traceability management (must be traceable), taking up 100% of all box meal items in the current year.

Note : Indicating the products which consist of grains (rice or noodles), processed grains, agricultural, livestock and seafood ingredients, which are processed to be served to groups or individuals. Those products are served with clear labels or pictures of the ingredients and are served in boxes or large containers. The products can be eaten after brief heating up. Those products do not include the baked items served in the box.

< Quality Certification >

To manage and stay on top of product quality, President Chain Store Corporation's Quality Testing Laboratory obtained ISO/IEC17025:2017 certification following items specified by TFDA and TAF (ISO/IEC 17025:2017). After a product is made, the laboratory first samples and tests it for microorganisms with chemical methods, ensuring product safety before it is put on the shelf. As of the end of 2025, the laboratory conducted tests on 640 items per requirements of CNS or the competent authority. Another 125 test items that follow directives from the aforementioned requirements were also conducted.



TAF Certification Items: ISO/IEC 17025:2017 certification items	
Microorganisms	1 item
Caffeine	1 item

TFDA certification items	
Microorganisms	1 item

In 2025, a total of 818 tests were run on products and raw materials, with 818 passing the test. Unqualified products were treated in line with the contract, on top of carrying out follow-up inspections and monitoring to ensure that the products we sell are safe. The quality testing laboratory resulted in costs of NT\$42,860 thousand, including NT\$25,650 thousand for entrusted laboratories ^(Note), accounting for 0.02% of the Company's operating revenue.

Note: The quality testing laboratory costs include tests, salaries, depreciation, rentals, equipment repair and maintenance, as well as miscellaneous purchases.

· Logistics Management ·

President Chain Store Corporation products are shipped to stores after production. Ensuring product quality during transportation is the key to stable product quality and safety. Therefore, even though the logistics company is not a main element in the scope of disclosure in this report, its operations are still disclosed due to its impact on product safety. After President Chain Store Corporation products and raw materials are manufactured by suppliers or contract manufacturers, they are shipped to stores by a logistics company. To ensure that the quality of products is maintained and guaranteed throughout the entire process of shipping, storage, and display and to reduce potential risk to products due to temperature, employees or sanitation, we partner with logistics companies on initial logistics and in-store product management and service audits. Initial logistics involves cooperation on shipping, taking product quality management processes from the store and pushing them upstream to the supplier end to set up a comprehensive quality control mechanism. In 2025, we continued to implement a logistics mechanism for 100% of the exclusive and private-label products including rice, fresh noodles, salads, cooked food, refrigerated flavored breads, sweet potatoes and fresh foods.

· Store Management ·

< Product Labeling >

Transparent product labeling is key to President Chain Store Corporation's promise to safeguard the rights and health of its customers. In addition to following MOHW's "Guidelines for Nutrition Labeling of Packaged Foods" and "Nutritional Claims of Packaged Foods, our "Product Safety Management" rules stipulate that new suppliers' product labeling must conform to the Commodity Labeling Act, Act Governing Food Safety and Sanitation or relevant government laws and regulations. We also require suppliers to sign an agreement guaranteeing that the ingredients, manufacturing, labeling and advertisements for their products all conform to relevant laws and regulations. In addition to screening potential new suppliers, product labels are the items that the logistics center must check upon receiving a shipment (including bar codes, expiration dates and Chinese labeling). President Chain Store Corporation also uses its "Packaging Internal Control Design System" to keep abreast of the information on our own brand product labels. This ensures that all products have clearly labeled information from manufacturing to shipping to final sale in the store.

In the meantime, President Chain Store Corporation is also committed to obtaining relevant labels for its own products. In 2025, the raw materials for President Chain Store Corporation's private-label products were inspected by an external body to confirm no GMOs were adopted. To make it easier for consumers to make purchase decisions, President Chain Store Corporation is also committed to clearly displaying labels relevant to GMOs on the outer packaging in accordance with MOHW's "Guidelines for Labeling Packaged Food Containing GMO Raw Materials" and Guidelines for Labeling Bulk Food Containing GMO Raw Materials." Among private-label products, the ones whose outer packaging was marked with a label stating "Does Not Contain GMO" reached a revenue of NT\$375,161 thousand in 2025.

< President Chain Store Corporation High-Quality Service Qualification >

President Chain Store Corporation conducts an annual President Chain Store Corporation High-Quality Service Qualification assessment on all its directly-operated stores and franchises, with items including basic service, professional service, comfort of the environment and appropriate responses. The results of the assessment are graded A+ and A(excellent), B (meets expectations) or C (needs improvement)^(Note). In 2025, a total of 1,821 stores were graded A+ and 1,052 were graded A out of all the stores, accounting for 72% of all the stores that were audited, exceeding our high-standard target (71%). Operations specialists visit stores receiving a grade of C to provide guidance, and hold meetings to draft corrective action plans, conduct drills on the shortcomings as well as reevaluating to ensure improvement, providing the consumers with a great shopping environment. In addition to continuously improving service quality at individual stores through in-depth guidance provided by district consultants, President Chain Store Corporation publicly recognizes warm and thoughtful store services through internal channels. The Company has also received external recognition, including the Gold Award and Service Pioneer Award in the Commercial Times Service Industry Evaluation. Its public restrooms have also received the Gold Quality Award for Public Restrooms from Taitung County and New Taipei City, as well as the Outstanding Public Restroom Award from the Ministry of Environment.

2025 Annual Initial Assessment	Grade	Number of stores Audited	Percentage
A + (Excellent)	90~100	1,821	45.6%
A (Excellent)	80~89	1,052	26.4%
B (Meets expectations)	70~79	866	21.7%
C (Needs improvement)	< 70	251	6.3%

< Quality Assurance Audit >

President Chain Store Corporation performs quality assurance audits through the engagement of an external management consulting company. In 2025, 99.35% of all stores underwent this audit. A total of 31,444 stores were inspected with a pass rate of 92.97%. The stores were unqualified mainly due to expired products. President Chain Store Corporation provided concrete suggestions for the issue and followed up to ensure that improvements were made.

Note: The scope of inspected stores and the pass rate includes all inspected retail stores in 2025, and stores that close by the end of the year are not excluded.

< QA and Ethical Corporate Management Certification Training and Audits >

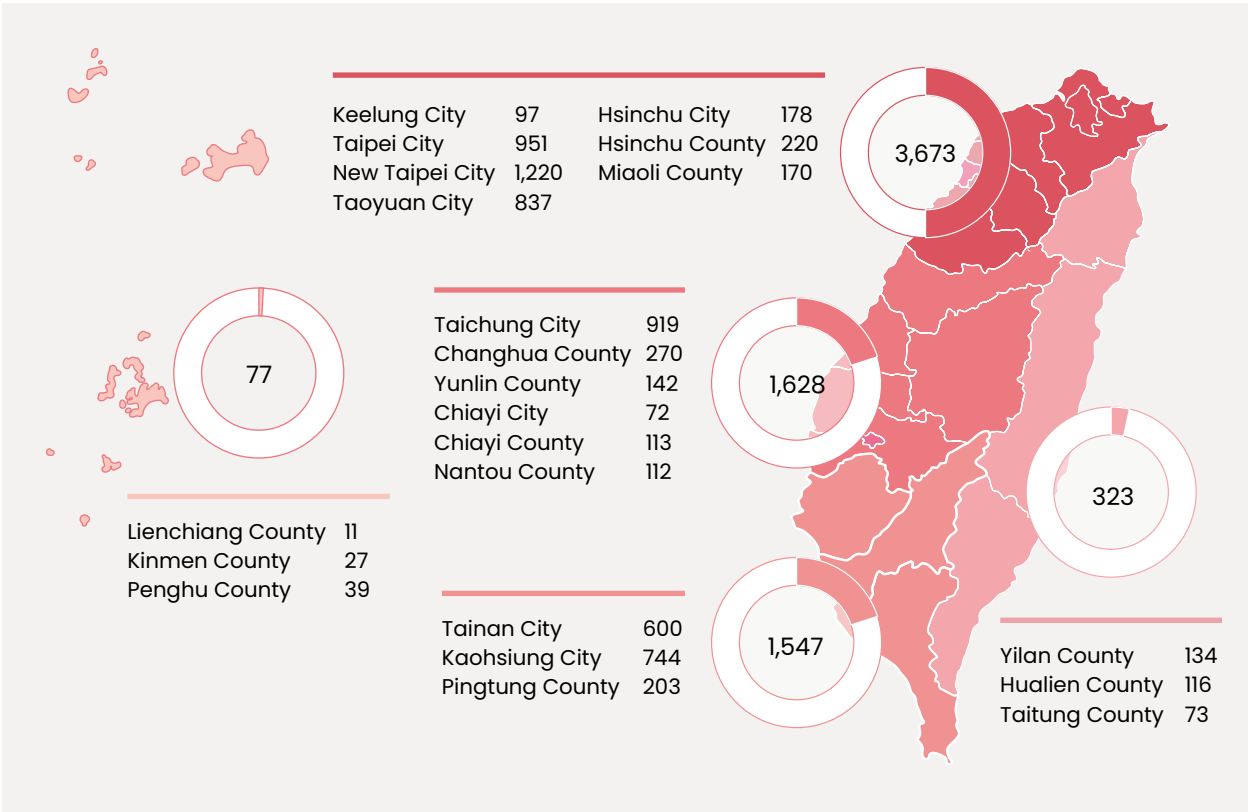
In addition to the store audits described above, President Chain Store Corporation continues to provide quality assurance and ethical corporate management education and training for all employees each year to strengthen overall personnel quality assurance capabilities. Course content covers the implementation of quality assurance operations, compliance with ethical corporate management standards, and maintenance of the Company's image. Professional quality assurance courses on different topics are arranged to strengthen employees' professional capabilities. In 2025, a total of 73,661 participants attended the training. President Chain Store Corporation also engages a management consulting firm to audit store quality assurance training certification. In 2025, 99.18% of all stores were audited.

3.3 Product and Service Innovation

President Chain Store Corporation's goal is to provide a variety of innovative and quality products that exceed customers' expectations. To this end, it integrates internal resources to promote product and service innovation. We launched a total of 9,333 products and 1,879 services in 2025. In 2025, private-label products accounted for 26% of total revenue. By continuing to provide consumers with more high-quality products and convenient services, President Chain Store Corporation will become a good partner in people's daily life.

Store Locations

President Chain Store Corporation focuses on providing customer services characterized by convenience and peace of mind with stores in Northern, Central, Southern parts of Taiwan as well as outlying islands. The Stores All over Taiwan project was launched in 2019 by inventorying districts out of the total of 368 towns and villages with gaps in services where making purchases remained inconvenient. As of 2025, we have a total of 7,248 stores, 171 more compared to 2024. With more than 7,000 stores connecting 368 towns and districts (with the exception of Wuqiu) to each location that needs services, we have reached a new milestone of ["24/7 Services from Our Stores All over Taiwan."](#) It is our hope that we can continue to expand the scope of services offered by President Chain Store Corporation, so we can meet the needs of customers in a timely manner with a variety of convenient and quality services and to become the service platform that customers depend on in their fast-paced lives. In the coffee business, CITY PRIMA® surpassed 7,000 stores. Through interactive mechanisms such as the "Product Wishing Pool," the Company invited consumers to participate in product development, successfully creating buzzworthy products such as "Flipped Pudding." This not only increased the success rate of new products, but also strengthened brand engagement. In 2025, President Chain Store Corporation also launched OPEN! FUNLAND for the first time, integrating elements of character IP, animation, and trend culture to create a new recreational consumption space. In the meantime, the Company opened the first street-front flagship store for !+? CAFE RESERVE + TEA Bar, offering a higher-quality tea beverage experience with strong customization flexibility, further boosting the brand hierarchy and value positioning of its tea beverage series.



To this end, it provides customers with cash flow, logistics and information flow services with digital tools such as the 7-ELEVEN online shopping site, ibon, OPENPOINT app and MyShip. This allows consumers to make the most of President Chain Store Corporation as the base and service center for everything in life. The strategy that incorporates e-commerce and store transactions has been adopted to develop innovative services and trending products, connecting the OPENPOINT ecosystem to make the most of the membership economy and actively becoming a platform of life services in the eye of consumers. In 2025, the proportion of customers using online services and sales platforms reached 12.47% of the total number of transactions, and online revenue accounted for 6.7% of individual revenue.

OPENPOINT Ecosystem

President Chain Store Corporation has adopted the three strategies of membership, points and payment since 2020 to revolutionize business with smart technologies. Innovative services such as “points for mobile payment,” “points for cashin different channels,” “points for bill collection/packages from e-commerce platforms,” “APP raising funds and points,” “point collection during trips oversea,” as well as “uniopen PRIMA membership subscription” have been launched to break the single-channel membership model in the retail industry, establishing a cross-brand and cross-channel OPENPOINT ecosystem. In 2025, the “CTBC Bank uniopen co-branded card” was launched, integrating the OPENPOINT ecosystem to expand the applications of the points for members in various life scenarios. So far, the system has served more than 19.5 million members. In 2023, membership services were expanded overseas for the first time. In 2024, President Chain Store Corporation worked with 7-ELEVEN in the Philippines to launch a cross-border two-way point collection system, creating economic benefits for members and driving the number of active members to exceed 12.24 million. In the meantime, it combines the consumption data collected by POS machines in the stores as well as behavior and footprint in the app to gain insight of the profiles, consumption preferences and lifestyle of OPENPOINT members. We have further engaged in data projects such as attribute labeling and member grouping, applying labels to the NES model (new, existing and sleeping customers) and precision marketing, effectively increasing the proportion of member consumption and per capita contribution. The revenue from members in 2025 increased more than 5% compared to 2024.

The OPENPOINT ecosystem has won multiple awards from Taiwan and abroad since 2024, including the Golden Award of Taiwan Sustainability Action Awards in SDG8 Decent Work and Economic Growth, the Harvard Business Review Digital Transformation Revolution Award – Business Model Transformation Award for the Large Enterprise Category and Special ESG Award, and First Prize of the National Brand Yushan Award for Most Popular Brand. President Chain Store Corporation plans to further develop in areas such as food, clothing, housing, transport, education and entertainment to provide consumers with more diverse and convenient membership service experience as a “lifestyle service platform” that exceeds customer expectations.

Innovative Products and Services

Based on the core concept of a comprehensive lifestyle, President Chain Store Corporation continues to uphold the principle of providing consumers with products and consumer experience that are value for money. To this end, we continue to improve the technical R&D of software and facilities, as well as further combining a number of innovative products and services to maintain its competitiveness in sustainability. In 2025, President Chain Store Corporation invested NT\$204,566 thousand in R&D to create a variety of new products and service models. Not only does President Chain Store Corporation actively build a smart retail landscape, it has launched one X-STORE, namely future convenience store each year, for a total of 8 stores as of now. In 2025, the third grab-and-go unmanned store named “X-STORE 9” opened its doors. In the meantime, we continue to apply and promote “FUN vending machines” to break the barrier of time and space when providing service, as well as expanding out-of-store business opportunities. We actively collaborate with e-commerce platforms and diversify our operations through providing the most dense and fast delivery and collection service local network, including pioneering the “7-ELEVEN MyShip Messenger Checkout System” in partnership with Meta to allow both the buyer and seller to conclude the deal with more peace of mind and convenience. The “Secure Package Pickup” service has also been launched for the same purpose. In terms of digital development, the iOPEN Mall e-commerce platform has been made available to provide the most complete and convenient services for buyers and sellers alike. In the meantime, digital services such as iPre-order (convenience store in the e-commerce) and iDiscount (group buying) have been put in place to meet customers’ Online merge Offline (OMO) needs for everyday consumption.

In terms of digital development and membership management, 2025 was an important year for boosting member value. Through diverse service channels such as iPre-order, iGroup-buying®, iOPEN Mall, FUN Vending Machines®, Delivery Service, MyShip, and delivery services, the number of members officially surpassed 19 million, while the online-to-offline omnichannel strategy continued to deliver results.

Among these developments, Taiwan’s first flagship store opened, namely Starbucks Reserve DREAM PLAZA Taipei. Books.com.tw established its first physical bookstore, providing readers with a new 24-hour gathering place. In 2025, the Xinshi Logistics Park was officially launched, becoming President Chain Store Corporation’s first 24-hour smart logistics park integrating ambient, refrigerated, and frozen multi-temperature-zone operations. This further enhanced the stability and flexibility of overall logistics scheduling, enabling products to be delivered more promptly and accurately, while providing solid support for frontline services and expansion.

· Smart Retail ·

< FUN Vending Machines >

Facing the two major problems of an aging population and a low birthrate, there is no limit for saving manpower in the future. To this end, President Chain Store Corporation has been proactively creating a retail market with forward-looking technologies. Since 2018, it has led the industry in promoting an experimental field for smart retail, enhancing customer interactions with technologies. The “FUN Vending Machines” have been created based on the concepts of eXplore, eXperience and eXcellent to strategically fill retail gaps and establish a presence in underserved shopping areas. Four types of FUN Vending Machines have been introduced, including 4°C , 18°C , CITY CAFE and freshly-made hot boxed meals, as well as creating a variety of business models based on needs of the business district. In 2025, the number of service locations and machines increased to over 1,900, attracting more than 83 million people to try the smart, convenient and diverse digital consumption experiences. In order to seize IP sales opportunities, President Chain Store Corporation continued to develop the “Mystery Box FUN Vending Machine” in 2025. Consumers can choose the IP products they want to buy, such as Pokémon cards, TOMICA cars, licensed mystery boxes, etc. on the machine with mobile payment feature incorporated. In addition to providing different shopping options, we have created a smart lifestyle service platform that allows customers to buy nearby and pay safely.



< X-STORE 9 >

X-STORE 9 is the third future-oriented convenience store to introduce the “Grab and Go” model. It adopts ITRI’s composite AI pure image-based tracking and recognition technology, combining multi-angle cameras with shelf LiDAR to capture customer movement and product pick-up and return in real time. Customers can complete self-checkout by mobile phone, with payment completed upon leaving the store — no barcode scanning or queuing required, and no personal data collected. Compared with X-STORE 8, X-STORE 9 is built around pure image-based technology and does not require weight sensors, reducing construction and maintenance costs while improving replicability. It also places fewer restrictions on product displays, with approximately 6,000 products across the store, close to the range offered by regular stores. The Company also established Taiwan’s first micro-warehouse, introducing smart dispatching and robotic-arm automated inbound and outbound warehousing. Designed for “large capacity in a small space,” it enables consumers to complete self-service parcel pickup in an average of 2 to 5 minutes. In addition, President Chain Store Corporation launched Taiwan’s first LOFT SELECT hybrid store. Through its shopping centers business, the Company has continued to boost its presence in seven major commercial districts, including freeway service areas, transportation hubs, and technology factory offices, accumulating 66 locations. Among these, Qingshui Service Area underwent a comprehensive renovation to create a distinctive rest area, introducing well-known brands and making service scenarios more diverse and complete.



· Digital Services ·

< iOPEN Mall >

To build a shopping mall that focuses on the common good with local areas and stable operational quality, President Chain Store Corporation has taken advantage of resource sharing and joint creation of business opportunities based on over 45 years of experience running its business in Taiwan. The brand new iOPEN Mall was launched in 2023 as the first shopping mall created by a local enterprise. In addition to providing a digital platform that is easy to understand and accessible at all times for micro-enterprise entrepreneurs, the platform has developed an outstanding intelligent management system with features such as simple registration, quick listing, orders, members, merchandise, accounting, logistics, etc. The platform connects to the OPENPOINT Ecosystem and its 19 million members, the group's logistics and warehouses all over the country, and more than 7,000 7-ELEVEN stores to bring micro-enterprise entrepreneurs an influx of consumers, diversified marketing resources, and convenient delivery and pickup services. The service has so far attracted nearly 100,000 merchants to set up shop with more than 5 million items on the shelves, reducing the digital transformation risks of micro-enterprises as a strong backing for everyone who wants to run an online shopping business with ease. President Chain Store Corporation won the Silver Award of the 2024 Taiwan Sustainability Action Award for assisting micro-entrepreneurs.



· Operating Performance in 2025 ·

In terms of store operations, 7-ELEVEN in Taiwan continued to upgrade through retail experimentation. In 2025, President Chain Store Corporation launched OPEN! FUNLAND for the first time, integrating elements of character IP, animation, and trend culture to create a new recreational consumption space. In the meantime, the Company opened the first street-front flagship store for !+? CAFE RESERVE + TEA Bar, offering a higher-quality tea beverage experience with strong customization flexibility, further boosting the brand hierarchy and value positioning of its tea beverage series.

In terms of digital retail planning, X-STORE 9 opened its doors on the campus of National Central University, introducing the upgraded AI image recognition "Grab and Go" smart store solution. In addition, the first automated micro-warehouse for in-store pickup was launched in Taiwan, validating the application value of smart retail in campus settings and among younger consumers. The Company also continued to develop its hybrid retail model by launching Taiwan's first LOFT SELECT hybrid store. Through its shopping centers business, the Company has continued to boost its presence in seven major commercial districts, including freeway service areas, transportation hubs, and technology factory offices, accumulating 66 locations. Among these, Qingshui Service Area underwent a comprehensive renovation to create a distinctive rest area, introducing well-known brands and making service scenarios more diverse and complete.

In terms of products and services, we continued to focus on boosting the management of fresh food and ready-to-eat products. Through differentiated brands such as Simple Fit®, Veggie Selection®, and Star Cuisine, we responded to consumers' expectations for health, quality, and flavor. In 2025, 7-ELEVEN marked the 30th anniversary of its rice ball. Since the launch of its first triangular rice ball in the pork floss flavor, it has introduced hundreds of international and local-style flavors. The self-service hot food area also continued to expand its product offerings, from sweet potatoes, steamed corn, tea eggs, and animal welfare braised eggs to "steamed and roasted" potatoes available at selected stores, offering more convenient choices for three meals a day. In the coffee business, CITY PRIMA® surpassed 7,000 stores. Through interactive mechanisms such as the Product Wishing Pool, the Company created engaging and buzzworthy products such as "Flipped Pudding", allowing consumers to participate in product development while improving the success rate of products and strengthening brand engagement.

In terms of digital development and membership management, 2025 was an important year for boosting member value. Through differentiated membership management under the uniopen PRIMA membership subscription system, the Company continues to expand its lifestyle connection with members. The "CTBC Bank uniopen co-branded card" was launched with integrated the OPENPOINT ecosystem to expand the applications of the points for members in various life scenarios, enabling collaboration among various business units and connecting diverse service scenarios through a single entry point. Not only does this enhance the completeness of the customer experience, but it also allows the Company to gain a deeper understanding of customer needs, laying the foundation for the continuous optimization of lifestyle services. In the meantime, the number of members officially surpassed 19 million through diverse service channels such as iPre-order, iGroup-buying®, iOPEN Mall, FUN Vending Machines®, Delivery Service, MyShip and delivery services, while the online-to-offline omnichannel strategy continued to deliver results.

As of the end of 2025, President Chain Store Corporation and its subsidiaries had a total of 13,891 stores. In overseas markets, 7-ELEVEN Philippines continued to expand its store network, reaching 4,491 stores, while boosting its presence in regions such as Visayas and Mindanao. In Mainland China, stores in Shanghai and Zhejiang continued to expand steadily, exceeding 600 stores. In the local market, President Drugstore Business Corp. (COSMED) accelerated store expansion and improved store quality, staying on top of trends in health supplements, skincare, and cosmetics, while optimizing pharmacy operations and product structure. President Starbucks Coffee Corp. (Starbucks) focused on the core brand concept of the third place, continuing to create exclusive interactions with customers. Among these initiatives, Taiwan's first flagship store opened, namely Starbucks Reserve DREAM PLAZA Taipei. Books.com.tw established its first physical bookstore, providing readers with a new 24-hour gathering place. President Transnet Corp. (T-Cat) continued to boost its presence among cross-border, e-commerce, and store-opening platform customer groups, while expanding pharmaceutical logistics and warehousing businesses, continuously improving operating efficiency. The official opening of DREAM PLAZA created a new space for the Group that integrates retail, dining, and lifestyle services. It has also become an important platform for observing consumer trends and refining service design.

While the Group's businesses continue to advance steadily, we also continue to strengthen the back-end foundation that supports overall operations. In 2025, the Xinshi Logistics Park was officially launched, becoming President Chain Store Corporation's first 24-hour smart logistics park integrating ambient, refrigerated, and frozen multi-temperature-zone operations. This further enhanced the stability and flexibility of overall logistics scheduling, enabling products to be delivered more promptly and accurately, while providing solid support for frontline services and expansion.

Customer Relationship Management

· Consumer Questionnaire Survey ·

To understand consumer preferences and provide products and services that better meet their needs, President Chain Store Corporation conducted a Convenience Store Consumer Questionnaire Survey targeting members with consumption records. The survey was sent through the OPENPOINT APP to members who had recently made purchases and enabled push notifications, collecting a total of 7,028 valid responses. The questionnaire was designed based on the four operating principles of abundant products, excellent quality, hygiene assurance, and friendly service. For the question, "How satisfied were you overall with your most recent store visit?", 90.45% of respondents among all valid questionnaires gave a satisfaction rating of 4 points or above, representing a 1.4% increase in overall satisfaction compared with the previous period.

Year	2022	2023	2024	2025	2025 Target
Satisfaction	96.06	82.90	89.05	90.45	90.00
Coverage	55.40	100	100	100	

Going forward, we will continue to systematically collect and analyze consumer feedback through consumer surveys, enabling us to gain a deeper understanding of consumer preferences and actual needs. This will serve as an important basis for refining service quality and optimizing operational management. For the key issues identified through the survey results, the Company has planned and continues to promote the following concrete improvement actions:

1. Enhancing store environment and facility management standards: For key service facilities such as public restrooms, the Company has introduced a regular self-assessment mechanism and commissioned Capital Consultant Corp. to conduct third-party evaluations, with the goal of providing consumers with a satisfying and comfortable environment.
2. Strengthening service response quality management: Through the mystery shopper evaluation mechanism, the Company further focuses scoring criteria on the friendliness and appropriateness of frontline personnel when responding to customer needs, thereby enhancing the overall customer experience.
3. Establishing a store image improvement guidance mechanism: For stores whose performance in maintaining store image falls below standards, the Company has launched a guidance system in which operating supervisors are stationed at the store in person, assisting stores with on-site improvements and refinement of operational management.